

Debt Management Monitor Roles and Responsibilities (Release 2.0)

Version 2.1

1	Introduction.....	2
2	Background.....	3
2.1	Debt Management Process.....	3
2.2	Debt Management Monitor.....	3
2.3	DTS-Tailored Organizations.....	4
3	Functional Description.....	4
3.1	Pre-Payment Debt Management Process - Establish the Debt	4
3.2	Traveler is Due U.S. at Time of Settlement.....	4
3.3	Trip is CANCELLED After Non-ATM Advance and/or Scheduled Partial Payment (SPP) is Paid	10
3.4	Post-Payment Debt Management Process - Establish the Debt.....	11
4	DMM Tools.....	12
4.1	AO/DMM Due Process Responsibilities	12
4.2	Balance Due U.S. Equal to or Less than \$10.00.....	13
4.3	Tracking the Debt.....	13
4.4	Debt Management Report.....	13
4.5	DMM Gateway	15
4.5.1	Due Process	16
4.5.2	Debt Lookup.....	16
4.5.3	Action Required	17
4.5.4	Awaiting Response	18
4.5.5	All Debt	19
4.5.6	Detail Screen	20
4.6	Processing Accounts Receivable Rejects	21
5	Collecting the Debt.....	21
5.1	Over collections.....	22
5.2	Manual Collections.....	23
6	Waiving/Appealing the Debt	24
6.1	Waiver/Remission and Appeal Flags	24
6.2	Waiver Request Status Stamps	25
6.3	Appeal Request Status Stamps	25
6.4	Waiver Request Results Screen	25
6.5	Waiver Flag.....	27
7	Debt Management Payroll Collection Processing	29
8	DTS Out of Service Debt Process	33
8.1	Write-Off Process for Uncollectible Debts of \$225 or less	34
8.2	Transfer Process for Uncollectible Debts of more than \$225.....	34
9	Archiving the Record	36
APPENDIX A: Waiver/Appeal Guidelines, Policy & Procedures.....		37

1 Introduction

The role of the Debt Management Monitor (DMM) in the DTS Debt Management Process is crucial to the accurate tracking, processing and recording of all actions related to a debt incurred by a traveler in DTS. The following paragraphs describe the DTS debt management process and the responsibility of the DMM in each part of the manual process. Some of the DMM's duties and responsibilities are highlighted here in this section:

- a. Ensure the traveler has been served due process, or two notifications of the debt and an opportunity to repay the debt, generally within 30 days
- b. Provide additional instructions to the traveler on how to make payment
- c. Provide instructions on the waiver/appeal process
- d. Initiate payroll collection when required
- e. Initiate Out-of-Service (OOS) debt processing when required
- f. Facilitate accomplishment of the Post Payment Review (PPR) process to establish a debt
- g. Monitor all DTS travel debt utilizing the Debt Management Report
 - a. Update waiver request/status
 - b. Update appeal request/status

The new DTS functionality for debt management allows the government to identify, process, and monitor travel records having a balance due to the government, and give due process notification to the traveler via DTS screen display capabilities and email. DTS will also activate a 30-day status flag on the record to track the outstanding debt, and monitor any waiver or appeal requests. DTS is initiating the term "Debt Management Monitor" (DMM) to address a business process role that will track Due U.S. overpayments and collection actions within DTS for an organization. In accordance with (IAW) the DoDFMR, Volume 9, Chapter 2, Paragraph 020401.B.9, the Finance Defense Travel Administrator (FDTA), is responsible to "Initiate debt collection action to recover monies owed to the government by travelers" and is therefore the person that should fill the important role of DMM. As defined in the DoDFMR, Volume 9, Chapter 2, Paragraph 020401.B, "The FDTA can be one or more person(s) in the budget, resource management, accounting or finance functions who is responsible for assisting in the management and support of the DTS at the organizational and/or installation level as designated by the responsible commander."

The following sections outline the entire debt management process in DTS and the DMM roles and responsibilities throughout the process.

2 Background

2.1 Debt Management Process

Travel-related debt situations will occur as a result of a voucher overpayment, a cancelled trip with a paid non-ATM Advance, or a PPR that determined a paid voucher contained an unauthorized expense. A debt may be incurred on a travel voucher from authorization or on a local voucher.

For those travel transactions that result in a traveler owing a debt to the Government, DTS shall:

- Identify the “Due U.S.” situation
- Notify the traveler of the debt
- Establish the Accounts Receivable (A/R), and update the A/R as necessary
- Track and report the status of the debt
- Record collections to the travel record when received from Disbursing
- Allow a DMM to record requests and responses to a Waiver/Appeal from debt
- Allow a DMM to electronically request through DTS a collection via salary offset
- Allow a DMM to transfer an uncollectible debt for an Out Of Service (OOS) member to the OOS Debt Management Office
- Send the travel record to the DoD Archive/MIS when the debt is fully satisfied.

2.2 Debt Management Monitor

Access to Debt Management functionality within DTS will be driven by a profile indicator in the user profile. Services and Agencies will have to identify and appoint in writing those individuals who will be serving as DMMs. DMMs should follow guidelines for maintaining the DD 577 signature cards outlined in DoDFMR, Volume 9, Chapter 2 Paragraph 020401.A.5. A DMM at each site is not necessary, but each organization within DTS will have to be accounted for by at least one DMM. It is imperative that this user, once identified, has their profile updated with the appropriate permission levels, organization and group access in DTS to perform their duties.

The ‘Debt Management Monitor’ indicator will default to ‘NO’, but a user with a permission level ‘6’ will be eligible to have this changed to ‘YES’. Debt Management functionality is encompassed by two main areas, the DMM Gateway and the Debt Management Report, each of which are covered in Section 4. DMMs will have to have a permission level 6 and the DMM indicator set to ‘YES’ in order to access these areas. Organization access will define what documents will be included when the DMM runs the Debt Management Report. The travelers available through the DMM Gateway screen, where all debt related actions can be initiated, will be driven by the Group Access of the DMM. Each of these permissions and accesses must be granted by a Defense Travel Administrator (DTA).

All debt notification emails will be sent to the traveler, the AO, DFAS Denver, DFAS Limestone and DMM(s) that have organization access to the traveler’s organization. In situations where no DMM exists with organization access to the traveler’s organization, debt notification emails will be sent to the DTA ID reject email address for that traveler’s organization.

2.3 DTS-Tailored Organizations

For travelers that are assigned to organizations that are using DTS-Tailored (DTS-T) with no interface to the DADS financial systems, local business procedures for processing debt will continue to apply. While these organizations will be able to use the tracking tools that are being implemented into DTS, they will not be able to use the collection process at DFAS Denver. Additionally, A/R transactions will not be generated by DTS; all accounting transactions must be accomplished manually.

3 Functional Description

A travel-related debt may occur in one of three ways:

1. The debt can be identified when a traveler or Non-DTS Entry Agent (NDEA) creates a voucher from authorization, and the total entitlement to the traveler is less than the sum of all previous payments.
2. The debt can be incurred when a traveler's TDY trip is cancelled after the traveler has been paid a non-ATM Advance and/or scheduled partial payment (SPP).
3. The debt may be identified during the PPR process after the traveler has been inappropriately reimbursed for expenses.

When travel-related debt is levied against a traveler, DTS will update the trip record, advise the traveler of the debt, age the debt according to established policy, and report the status of the debt as collectible.

3.1 Pre-Payment Debt Management Process - Establish the Debt

When travel-related debt is identified as a result of a voucher or cancelled trip with a paid non-ATM advance and/or SPP, DTS will generate and send an adjusting obligation to the applicable accounting system(s) to decrease the obligation to the amount previously disbursed. DTS shall next send a 'no pay due voucher' with a zero dollar net to traveler to the disbursing system. After a configurable time delay (currently 96 hours) to allow disbursing and accounting to reconcile, DTS will transmit an initial A/R to the accounting system(s) to set up the debt.

3.2 Traveler is Due U.S. at Time of Settlement

DTS must have a method to identify approved vouchers that have a Balance Due to the Government. Figure 3-1 represents the steps, and associated DTS status stamps, in processing a voucher that results in a Due U.S. condition.

If the Net Due to Traveler results in a negative amount (Due U.S.) when a traveler signs a voucher from authorization, DTS will advise the traveler that the traveler may owe money to the Government after the Authorizing Official approves the voucher. This screen advisory (Figure 3-2) becomes the "First Notice" in the due process regulatory requirement. (See Section 4.2 for debts equal to or less than \$10.00.) The traveler's digital signature on the voucher serves as acknowledgment of the initial notification of debt. DTS will require the traveler to acknowledge the on-screen message by selecting "CANCEL" or "SAVE and CONTINUE". If the traveler selects "CANCEL", DTS shall provide the capability to edit the voucher. If the traveler selects "SAVE AND CONTINUE", DTS shall accept the digital signature as a positive acknowledgment of notification of the debt.

In the event that a Non-DTS Entry Agent (NDEA) creates and signs the voucher, DTS will generate and send an email to the traveler to advise the traveler that he or she may owe money to the Government. (See Figure 3-3)

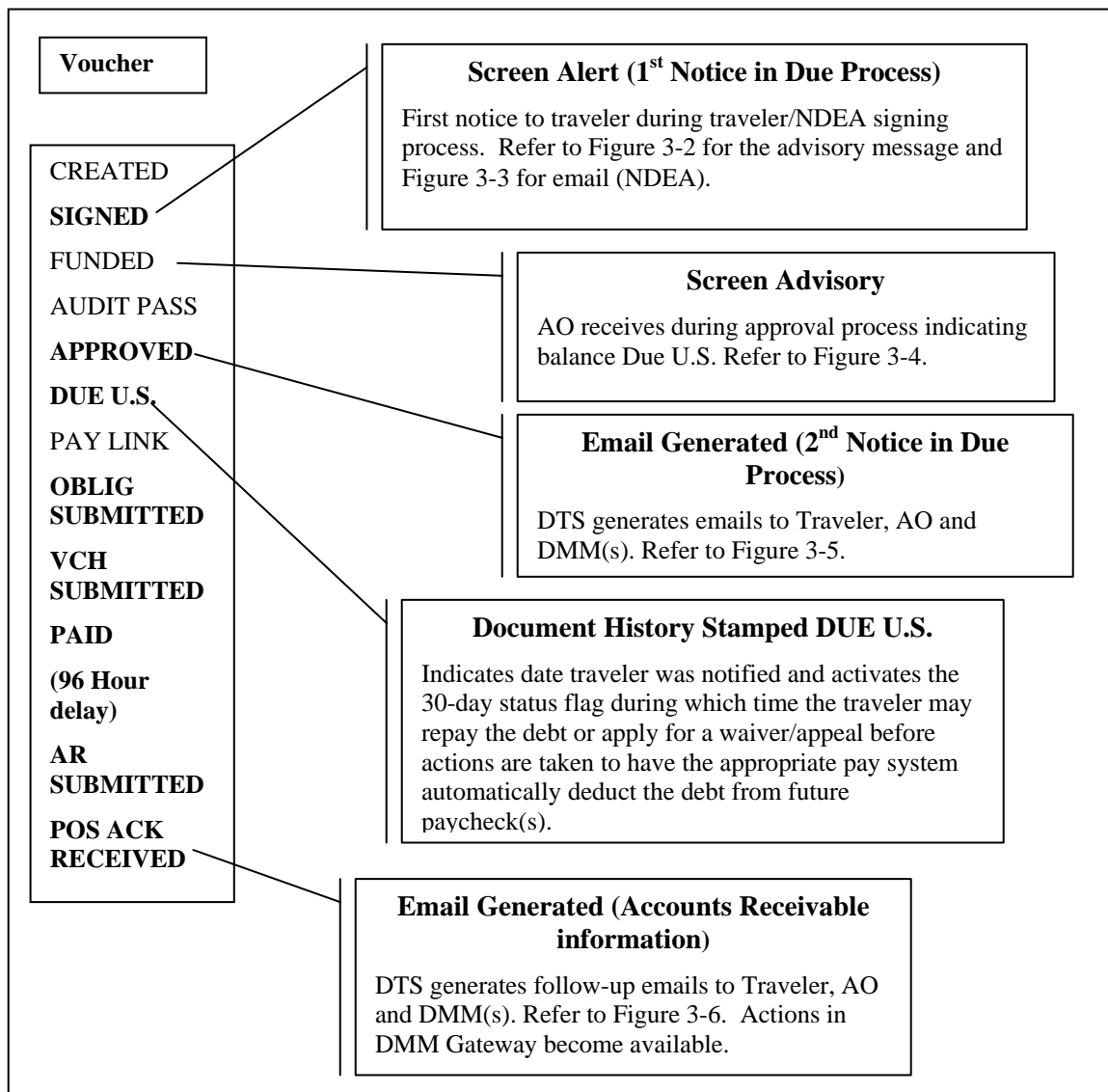


Figure 3-1 Actions Resulting from Voucher Approval

To assist the traveler in recognizing a Due U.S. situation, the “Payment Totals” screen on the voucher provides a “Balance Due U.S.” line under the “Net to Traveler” line. On a Balance Due U.S. voucher, the Net to Traveler will equal \$0.00 and the Balance Due U.S. will show the amount the traveler needs to reimburse the Government.

Notification Of Payment Due Government

**NOTIFICATION OF PAYMENT DUE GOVERNMENT
DUE TO OVERPAYMENT**

Your voucher, EMHELENAMT040505_V01, indicates a debt may be owed to the Government if approved as submitted. After the Authorizing Official approves your voucher, you will receive an electronic notification indicating the amount of your debt, if any, and further instructions. If your voucher is approved with an amount owed to the Government, you will have 30 days from the date of electronic notification to make payment or submit a request for waiver, remission, or cancellation of the debt. Contact your Debt Management Monitor to discuss or initiate a waiver of indebtedness. If a waiver of indebtedness is not recorded in DTS within 30 days, action will automatically be taken to collect the debt via payroll deduction.

Cancel Save and Continue

Figure 3-2 Traveler Notification (first notice)

DATE: MM/DD/YY

FROM: Defense Travel System

TO: Traveler@organization.mil

Subject: DTS Due U.S. Notification

Your voucher, signed by the Non-DTS Entry Agent, indicates a debt may be owed to the Government if approved as submitted.

Name of traveler:

Name of travel document:

TANUM:

Organization:

Potential Amount Due Government:

After the Authorizing Official approves your voucher, you will receive an electronic notification indicating the amount of your debt, if any. If your voucher is approved with an amount owed to the Government, you will have 30 days from the date of electronic notification to make payment or submit a request for waiver, remission, or cancellation of the debt.

Please contact your Debt Management Monitor for instructions on how to make payment or how to request a waiver.

PLEASE DO NOT RESPOND TO THIS EMAIL

Figure 3-3 Email to Traveler when NDEA Signs Due U.S. Voucher

The Payment Totals screen contains an expense summary, depicting total expenses, non-reimbursable expenses, and reimbursable expenses. The screen also displays a disbursement

summary depicting paid non-ATM advances, paid SPPs, other previous payments, and a total of these prior payments. To assist in the Debt Management process, credit summary data is also displayed, including collection and waiver/appeal amounts. Based on these values, the Net to Traveler and Balance Due U.S. is calculated and displayed. The Net to Traveler summary amount separates government charge card (GOVCC) payments into computed GOVCC expenses, GOVCC ATM advances, and any additional GOVCC payments. If the disbursement is split, both the amounts paid to the GOVCC and to the traveler are displayed on the screen.

If a voucher from authorization is presented to a traveler's Authorizing Official (AO) for approval and the voucher indicates a debt owed by the traveler to the Government, the AO will receive a screen advisory (Figure 3-4) indicating that approving the voucher will officially establish the Due U.S. amount as an official debt for the traveler.

Notification Of Payment Due Government

**NOTIFICATION OF PAYMENT DUE GOVERNMENT
DUE TO OVERPAYMENT**

This voucher indicates a Balance Due to the Government as a result of an excess travel payment.

AO's are required to contact the traveler to ensure that the traveler received the notification of debt. Once this has been completed, AOs are required to contact the Debt Management Monitor to have them update DTS that this action has been accomplished.

I have personally notified the traveler of this debt.

Cancel Save and Continue

Figure 3-4 AO Notification of Debt

Upon approval, an email (second due process notice) will be generated and sent to the traveler, AO, and DMM(s) to advise them of the debt (Figure 3-5). The traveler has 30 days from the AO's approval to repay the debt or request a waiver, remission, or cancellation of the debt before actions can be initiated to collect the unpaid debt through payroll deduction. (See Appendix A for details on the waiver/appeal process.)

Upon AO approval of a voucher that contains a Due U.S. condition, DTS will submit the appropriate XML transactions to adjust obligations (if necessary) and transmit a settlement voucher with no pay due to the traveler to disbursing. Following a time delay of 96 hours, DTS will then submit the appropriate transactions to set up the A/R in the applicable accounting system(s).

Upon receipt of the positive acknowledgement from accounting that the A/R has posted successfully, DTS will send a supplemental notification of debt (Figure 3-6) to the traveler, AO, DMM(s), DFAS Limestone and DFAS Denver with additional information regarding the A/R. At this time, the ability to take action against the debt will be provided through the DMM Gateway. If the traveler is paying the debt back directly, they should include a copy of this second email when submitting their payment to DFAS Denver.

DTS will track the Due U.S. condition and report it in the Debt Management Report, as described in Section 5.4.

DATE: MM/DD/YY

FROM: Defense Travel System

TO: Traveler@organization.org.mil

CC: AO@organization.org.mil; DMM@organization.org.mil

Subject: **DTS Notification of Debt**

Your approved voucher for the referenced Government Travel Document has a Balance Due to the Government in the amount shown.

Name of Traveler: XXXXXXXXXXXXXXXX

SSN: XXX-XX-(last four)

Name of Travel Document: XXXXXXXX

TANUM: XXXXXXXX

LOA(s)/Due U.S. Amount(s):

Organization: XXXXXXXXXXXXXXXX

Voucher Approved Date: MM/DD/YYYY

Total Amount Due Government: \$XXXX.XX

You have 30 days from the date of this notification to make payment, request payroll deduction, or submit a request for waiver, remission, or cancellation of the debt. If one, or a combination, of these actions is not completed within 30 days, action will be taken to collect the debt via payroll deduction.

In a few days you will receive another notice with additional information that will assist the Defense Finance and Accounting Service in processing your payment. When you receive that notification, you should discard this email and include the new notification in any payments made against this debt.

If you would like to send a payment before you receive the next notice, make your check or money order payable to: U.S. Treasury, DSSN 3801, and send your payment, along with a copy of this email, to:

DFAS-ATDT/DEDE

ATTN: Remittance

P O Box 173892

Denver, CO 80217-3892

"I consent to immediate collection from my pay the amount of this check plus bank charges, if this check is dishonored _____." (Please initial on line at the end of this statement to validate that you understand immediate collection action will be taken from your pay account for dishonored personal checks.)

If you have any questions regarding direct remittance, you can contact DFAS-ATDT/DEDE Remittance via email, CheckRemittanceInquiry-DE@dfas.mil.

For instructions on how to request voluntary payroll deduction or a waiver/remission or cancellation of the debt, you should contact your Debt Management Monitor (DMM) and/or Authorizing Official (AO).

LEASE DO NOT RESPOND TO THIS EMAIL

Figure 3-5 Email to traveler (second notice)

DATE: MM/DD/YY

FROM: Defense Travel System

TO: Traveler@organization.org.mil

CC: AO@organization.org.mil; DMM@organization.org.mil; DLI-DTS@dfas.mil; Dtsdebtltr-de@dfas.mil

Subject: DTS Notification of Debt

Recently, you were sent a debt notification indicating that another notice would be sent with additional information. The previous notification should be discarded. You should now include this notification in any payments made against this debt.

The Defense Finance and Accounting Service has sent a notification to us indicating an account has been established for your approved travel voucher with a Balance Due to the Government based on the following information:

Name of Traveler: XXXXXXXXXXXXXXXX

SSN: XXX-XX-(last four)

Name of Travel Document: XXXXXXXX

TANUM: XXXXXXXX

LOA(s)/Transaction ID/Due U.S. Amount(s):

Organization: XXXXXXXXXXXXXXXX

Voucher Approved Date: MM/DD/YYYY

Total Amount Due Government: \$XXXX.XX

In the notice sent to you earlier, you were advised that you had 30 days from the voucher approval date (shown above) to make payment, request payroll deduction, or submit a request for waiver, remission, or cancellation of the debt. If one, or a combination, of these actions is not completed within 30 days of the voucher approval date, action will be taken to collect the debt via payroll deduction.

If you would like to send a payment, make your check or money order payable to: U.S. Treasury, DSSN 3801, and send your payment, along with a copy of this email, to:

DFAS-ATDT/DEDE

Attn: DTS Remittance

P.O. Box 173892

Denver, CO 80217-3892

I consent to immediate collection from my pay the amount of this check plus bank charges, if this check is dishonored _____. (Please initial on line at the end of this statement to validate that you understand immediate collection action will be taken from your pay account for dishonored personal checks.)

If you have any questions regarding direct remittance, you can contact DFAS-ATDT/DEDE via email, checkremittanceinquiry-de@dfas.mil.

For instructions on how to request voluntary payroll deduction or a waiver/remission or cancellation of the debt, you should contact your Debt Management Monitor and/or Authorizing Official (AO).

Please do not respond to this email.

Figure 3-6 Supplemental email to traveler

If, subsequent to the establishment of the A/R, the traveler files a supplemental voucher and the amended voucher changes the amount of the debt, DTS will send an adjusting A/R to the appropriate accounting system(s).

If the amended voucher creates an expenditure owed by the government to the traveler, DTS will send an adjusting or canceling A/R to close out the receivable in the accounting system(s). DTS will next send a supplemental obligation and a corresponding supplemental voucher to generate the payment to the traveler.

When a trip record indicates Due U.S., the trip record will remain open until the debt has been satisfied (i.e., paid, collected, and/or waived). DTS will determine that a debt has been satisfied in one of the following ways:

- Automated Advice(s) of Collection (AOC) received from DFAS Denver reduces the debt to zero.
- Based on information that a waiver/remission of debt has been granted, the DMM enters a waiver/remission of debt against the document in DTS that reduces the Due U.S. balance to zero.
- An AOC or waiver/remission of debt against the document in DTS which, combined with previous AOC(s) and/or waivers/remissions, completely satisfies the debt.

When a Due U.S. amount is waived or a remission of debt has been granted subsequent to the establishment of the accounts receivable, DTS will generate a full or partial (depending on the amount approved vice the amount requested) waiver of debt A/R adjustment to the applicable accounting system(s).

Additionally, DTS will generate a supplemental voucher transaction to GEX/Disbursing that records the amount of the waiver as an expense.

When a Due U.S. amount results from travel utilizing MASNs, the debt will be allocated in such a way as to preclude a traveler receiving a reimbursement against one station number while being in debt on another. Example: A traveler completes a voucher containing one Navy LOA and one Army LOA. The traveler is in debt on the Navy LOA but is authorized reimbursement on the Army LOA. The debt must be collected; therefore, it is netted out across the two LOAs. Once DTS has transmitted the adjusting obligations, settlement voucher and A/R(s) (if necessary); DTS will send a Final Adjusting Obligation (FAO) for each Due US LOA. The total amount of all Due Traveler LOAs will be applied to the Due US LOA(s) on a pro rata basis.

3.3 Trip is CANCELLED After Non-ATM Advance and/or Scheduled Partial Payment (SPP) is Paid

DTS will track Due U.S. conditions and track payments and/or collections made to satisfy a debt incurred when a TDY trip is cancelled after a non-ATM advance or SPP has been paid.

Debt resulting from a cancelled trip will be recorded, tracked, and reported in the same manner as balance due vouchers. Authorizations that contain non-ATM advances or SPPs that have been paid or submitted for payment **cannot be cancelled**.

NOTE: Though the trip was cancelled, the authorization in DTS cannot be cancelled. A voucher must be filed in accordance with documented DTS cancellation procedures.

DTS will prevent any user from applying the CANCELLED status stamp when an approved travel authorization contains a non-ATM advance and/or SPP that has been paid or submitted for payment.

If a traveler has made reservations on the authorization, they need to follow appropriate cancellation procedures to ensure that they do not incur unnecessary ticketing fees or hotel charges. If a CBA was used to purchase tickets on the authorization, that amount will not be added to the Due U.S. amount. The traveler should follow correct cancellation procedures to allow for CBA reconciliation.

When a traveler signs the voucher from authorization for a cancelled trip, DTS will advise the traveler that the traveler may owe money to the Government after the Authorizing Official approves the voucher. This screen advisory (Figure 3-2) becomes the “first notice” in the due process regulatory requirement.

When the voucher from authorization is stamped T-ENTERED for a cancelled trip, DTS will provide an on-screen message and email notifications (Figure 3-3) to the traveler, the AO, and the DTA ID, similar to the process discussed in Section 3.1.

If a voucher from authorization for a cancelled trip is presented to a traveler’s AO for approval, and the voucher indicates a debt owed by the traveler to the government, the AO will receive a screen advisory (Figure 3-4) indicating that approving the voucher will officially establish the Due U.S. amount as an official debt for the traveler.

Upon approval, an email serving as the second due process notice will be generated and sent to the traveler, the AO, and the DMM(s) to advise of the debt (Figure 3-5). DTS will generate and send an adjusting obligation to the applicable accounting system(s) to decrease the obligation to the amount previously disbursed. DTS shall next send a no pay due voucher with a zero dollar net to traveler to the disbursing system. After a time delay of 96 hours to allow disbursing and accounting to reconcile, DTS will generate and transmit an initial A/R to the accounting system(s). Upon receipt of a positive acknowledgement of the A/R, DTS will generate a supplemental notification of the debt containing additional A/R information to the traveler, AO, DMM(s), DFAS Limestone and DFAS Denver.

When a debt amount results from the combination of a trip cancellation and a non-ATM advance or SPP that has been paid or submitted for payment, the debt amount is due immediately and cannot be waived or appealed, regardless of amount. Additionally, if the debt amount is not paid in full, involuntary payroll deduction actions can begin 15 days after notification of the debt for civilians, and after 30 days for military members.

3.4 Post-Payment Debt Management Process - Establish the Debt

The Post-Payment Debt Management Process does not require any additional functionality from that specified for the Pre-Payment Process. When travel-related debt is identified, via the PPR process, after the traveler has been reimbursed, the following process will apply.

The organization conducting the audit or review will inform the traveler’s LDTA and/or DMM that a debt exists. The DMM will have the traveler or a Non DTS Entry Agent (NDEA) prepare an amended trip voucher according to PPR findings to establish and resolve the debt. The routing list attached to the last approved voucher will be automatically applied to the amended voucher; however, DTS will provide the capability to select a new routing list, if the original document’s routing list is no longer valid. DTS will provide the traveler/NDEA, the AO, and the DMM(s) with the notices and emails described in Section 3.1 (See Figures 3-2, 3-3, and 3-4). Upon approval of the voucher amendment, the traveler will receive an email informing the traveler of his or her options for repaying the debt. The email notification (Figure 3-5) represents the second due process notice.

Once the amended voucher is approved, DTS shall send a no pay due voucher with a zero dollar net to traveler to the disbursing system. After a time delay of 96 hours to allow disbursing and accounting to reconcile, DTS will generate and transmit an initial A/R to the accounting system(s).

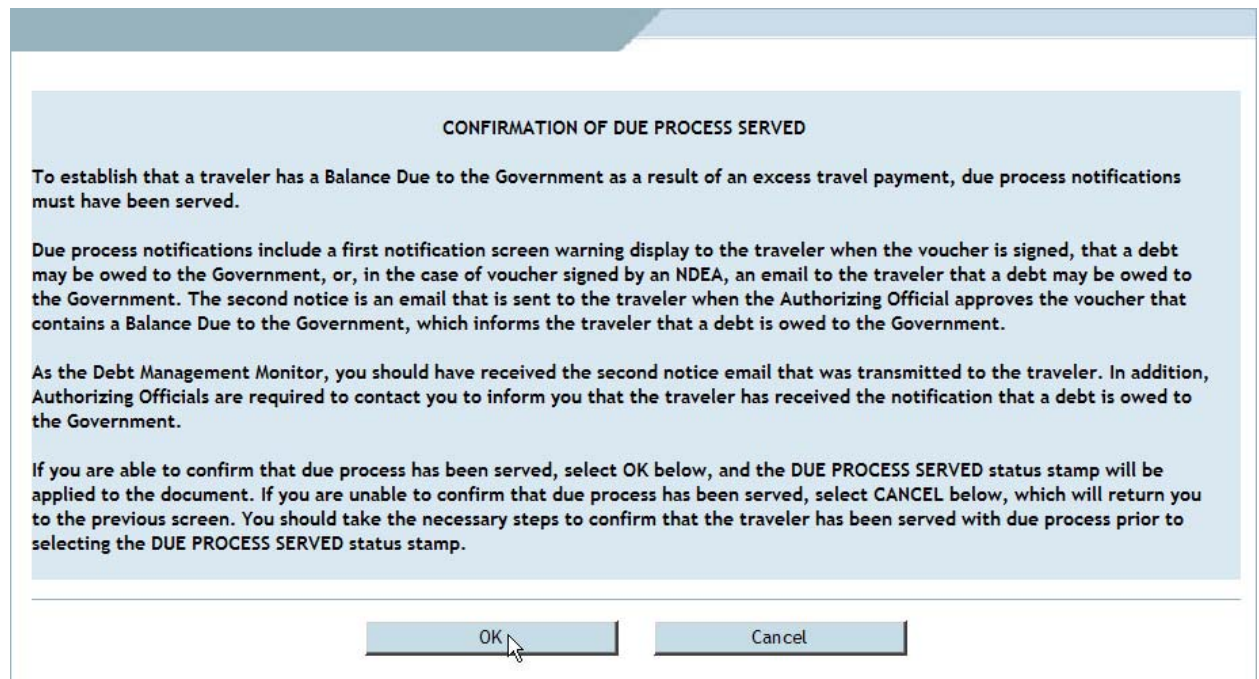
AO approval of the amended voucher initiates the 30-day time frame in which the traveler must repay the debt or initiate a request for waiver, according to current policy. DTS will hold the Due U.S. until 30 days have passed or an AOC has been received, whichever occurs first.

4 DMM Tools

4.1 AO/DMM Due Process Responsibilities

To ensure that the due process requirements in the DoD Financial Management Regulations are met, the AO and DMM must verify that the traveler has received notification of the debt. When a debt to the government is identified DTS will issue an email advising the traveler, AO, DMM(s) and DFAS Denver of the debt, as discussed previously.

The AO and DMM are responsible for ensuring that the traveler is aware of the repayment procedures/options and the request for waiver or appeal procedures. After selecting the “Due Process Served” link within the DMM Gateway from the Debt Details screen, DTS will provide an on-screen advisory as shown in Figure 4-1. The DUE PROCESS SERVED status stamp is applied to the document once the DMM acknowledges the message.



CONFIRMATION OF DUE PROCESS SERVED

To establish that a traveler has a Balance Due to the Government as a result of an excess travel payment, due process notifications must have been served.

Due process notifications include a first notification screen warning display to the traveler when the voucher is signed, that a debt may be owed to the Government, or, in the case of voucher signed by an NDEA, an email to the traveler that a debt may be owed to the Government. The second notice is an email that is sent to the traveler when the Authorizing Official approves the voucher that contains a Balance Due to the Government, which informs the traveler that a debt is owed to the Government.

As the Debt Management Monitor, you should have received the second notice email that was transmitted to the traveler. In addition, Authorizing Officials are required to contact you to inform you that the traveler has received the notification that a debt is owed to the Government.

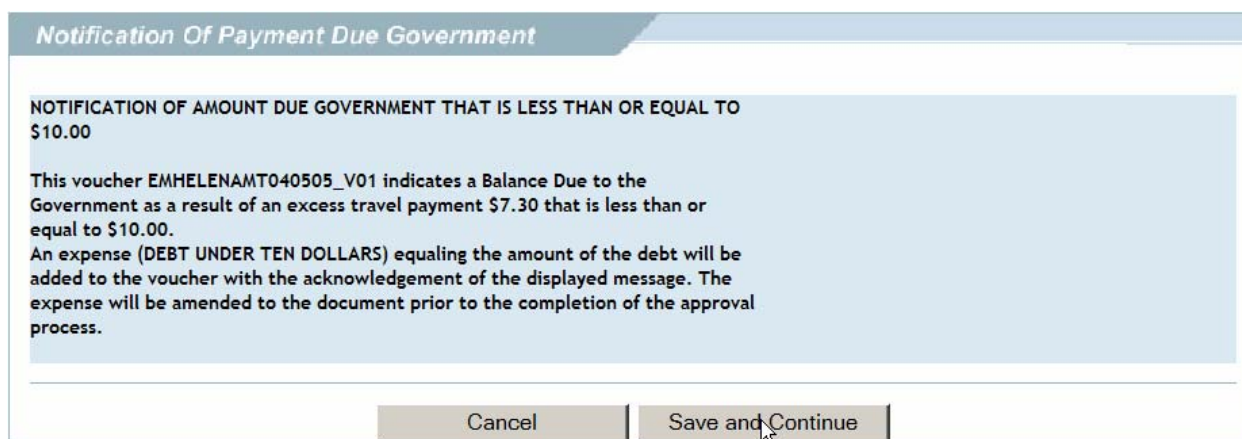
If you are able to confirm that due process has been served, select OK below, and the DUE PROCESS SERVED status stamp will be applied to the document. If you are unable to confirm that due process has been served, select CANCEL below, which will return you to the previous screen. You should take the necessary steps to confirm that the traveler has been served with due process prior to selecting the DUE PROCESS SERVED status stamp.

Figure 4-1 Confirmation of Due Process Served

4.2 Balance Due U.S. Equal to or Less than \$10.00

In accordance with the DoDFMR, a Due U.S. amount equal to or less than \$10.00 will not allow an AO to complete the approval process until DTS has automatically entered a notional expense to the voucher to offset the debt. The AO will be informed via a screen message that a debt of \$10.00 or less has been identified and that the expense “Debt less than or equal to \$10.00” will be amended to the voucher. DTS will display the actual amount of the debt so manual computation of the debt will not be required. DTS will provide an on-screen advisory as shown in Figure 4-2. The “Debt less than or equal to \$10.00” expense will be amended to the document once the AO acknowledges the message.

Collection actions that reduce the balance of a debt to less than \$10.00 dollars will not result in DTS automatically closing the DTS record. A traveler who originally owed the government money exceeding \$10.00 dollars will be required to pay back the full amount of the debt before the debt will be considered satisfied.



Notification Of Payment Due Government

NOTIFICATION OF AMOUNT DUE GOVERNMENT THAT IS LESS THAN OR EQUAL TO \$10.00

This voucher EMHELENAMT040505_V01 indicates a Balance Due to the Government as a result of an excess travel payment \$7.30 that is less than or equal to \$10.00.

An expense (DEBT UNDER TEN DOLLARS) equaling the amount of the debt will be added to the voucher with the acknowledgement of the displayed message. The expense will be amended to the document prior to the completion of the approval process.

Cancel Save and Continue

Figure 4-2 Debt Less Than or Equal to \$10.00

4.3 Tracking the Debt

Once a debt is recorded, DTS will track the number of days the debt is outstanding. Tracking starts on the day the AO approves the document containing the debt and ends on the day the record is archived after the debt is satisfied. DTS will generate a Debt Management Report, which will assist the DMM in ensuring actions required by regulatory guidance have been initiated and completed. Access to the report will require a DMM to have permission level 6, the DMM indicator in their profile set to ‘YES’, and org access.

4.4 Debt Management Report

Until the debt is satisfied, the Debt Management Report will display the age of the debt and the number of days since the last activity. The number of days since the last activity will be reset to zero upon notification that a request for waiver or appeal has been initiated.

The DTS Debt Management Report will be available for a service or agency’s DMM to review travel overpayments as recorded in DTS.

The Debt Management Report will provide information by organization on all open records in DTS with a debt owed to the Government as a result of travel transactions within DTS. In the event that a traveler has made a payment inside the 15- or 30-day period, and an advice of

collection notice was received for a debt, a record of that collection will be recorded in this report.

A record is defined as open when:

- An AO approves a voucher from authorization that is in a DUE U.S. condition (pre- or post-payment) and the debt has not been fully satisfied; or
- An AO approves a voucher from authorization where the only payment(s) recorded is a paid non-ATM advance and/or SPP, and the debt has not been fully satisfied; or
- A traveler, or NDEA amends a voucher from authorization based on PPR findings on a document that was previously closed and the debt has not been fully satisfied.

The record remains open until the debt is satisfied (i.e., repaid, waived, or a combination of the two results in the balance Due U.S. being reduced to zero) and the document is stamped ARCHIVE ACCEPTED denoting the successful archiving of the document.

Debt Management Report

Defense Travel System

Debt Management Report - Summary

Organization Name : DTSTEST

Report Run Date : 08/16/05

Sort By Traveler Name	Sort By Traveler SSN	Sorted By Travel Document Number	Travel Document Name	Date Debt Incurred	Sort By Date Traveler Notified of Debt	Original Amount of Debt	Offsets and Collections			Current Balance Due U.S.	Sort By Debt Status	Days Since Last Activity	Total Age of Debt
							Last Offset Date	Last Offset Action	Last Offset Amount				
Courtney Massengale	XXX-XX- 5432	ONV4WZ	CMDAYTONOH061405_V01-01	06/14/05	06/14/05	100.00	06/14/05	DEBT SATISFIED	0.00	0.00	Not Set	3	13
Courtney Massengale	XXX-XX- 5432	ONV4XA	CMDAYTONOH061405_V02	06/14/05	06/14/05	150.00	06/14/05	COLLECTION	150.00	0.00	06/16/05	3	13
Sam Damon	XXX-XX- 5593	ONV552	SDATLANTAGA050305_V01	06/16/05	06/16/05	5,167.75	06/30/05	PAY COLLECT REJECTED	0.00	5,167.75	06/18/05	7	11
Eric Thompson	XXX-XX- 1111	ONV7U1	ETHAMPTONVA080805_V01-01	07/20/05	07/20/05	105.00	07/20/05	PAY COLLECT APPROVED	0.00	105.00	07/20/05	7	17

Return

Generate CSV Report

Return

Generate CSV Report

Figure 4-3a Debt Management Summary Report

A trip record with a satisfied Due U.S. condition is included in the Debt Management report until 30 days have passed since the ARCHIVE ACCEPTED status stamp has been applied. Figures 4-3a and 4-3b display the layout of the Summary and Detail reports that will be available for tracking a debt.

By default, the report will be sorted by the document number (Travel Authorization Number) and 30-day status within an organization. However, the user will have the capability to sort the report by any of the report header information. In addition, the report will have the capability to be downloaded in a spreadsheet format to allow the user to work with the data as necessary, in an independent spreadsheet program.

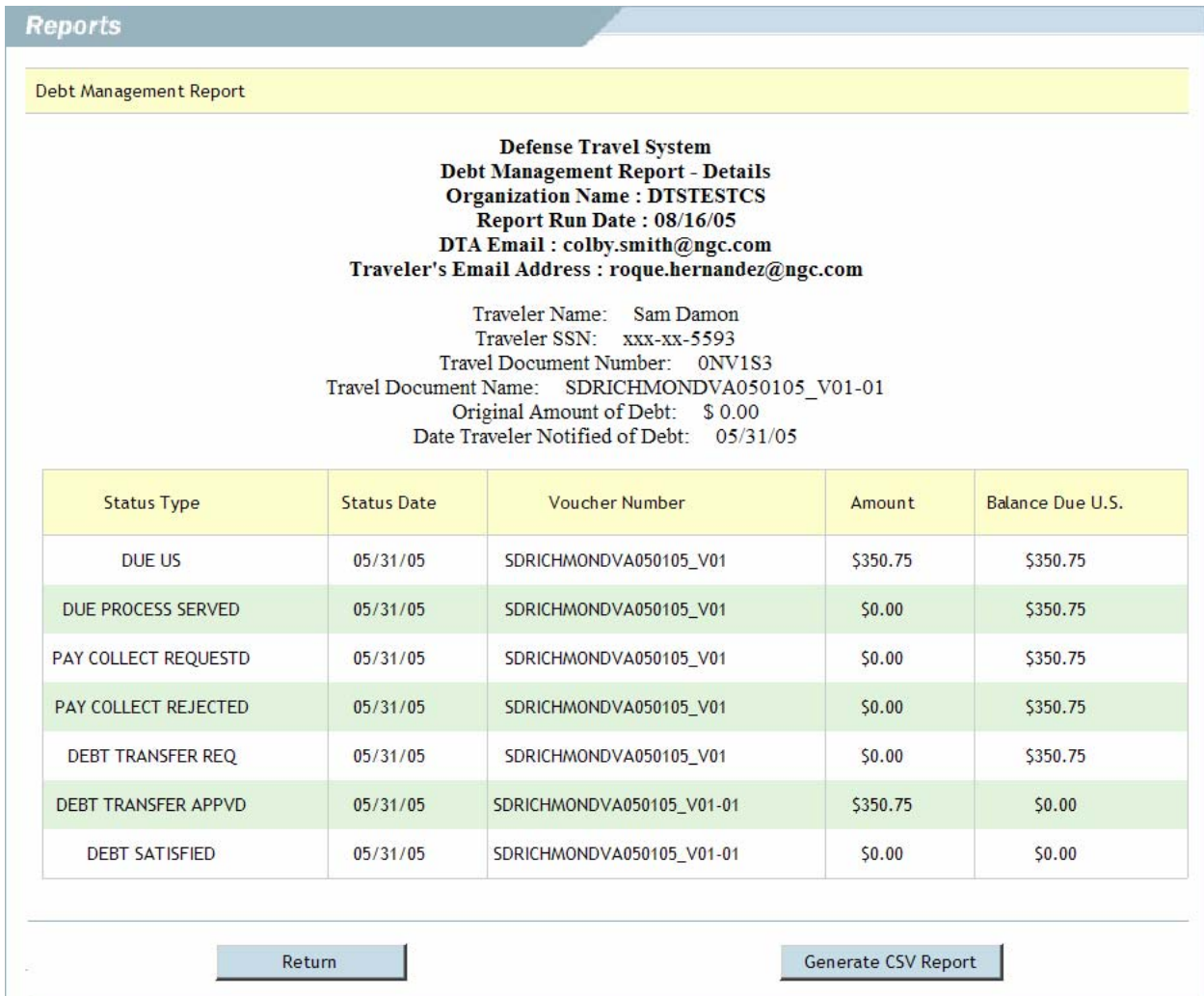


Figure 4-3b Debt Management Detail Report

4.5 DMM Gateway

Authorized users will be able to access the details of the payments, collections, and waivers/appeals through the DMM Gateway (see Figure 4-4). This is where all actions on the debt document will be initiated. Through the Gateway, DMMs can view Due US documents in numerous ways, each of which is described below. Each screen will also display the current status of the debt, and provide a hyperlink to any allowable actions on the document, including collections, waivers/remissions from debt and appeals. The DMM Gateway is available under the DMM menu item on the personal homepage within DTS.

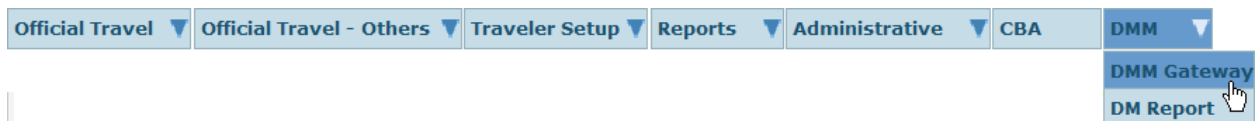
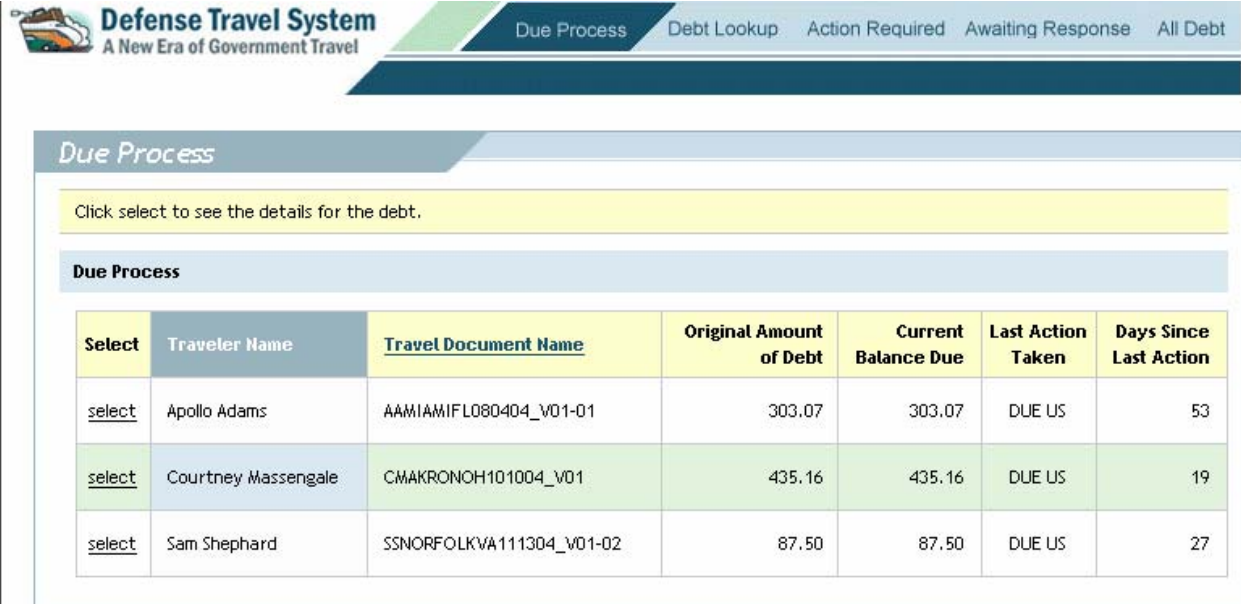


Figure 4.4 DMM Gateway

4.5.1 Due Process

This section presents the DMM with a list of all newly approved Due U.S. vouchers for which the travelers have not yet been advised of their Due Process Rights (see Figure 4.5). Due Process must be applied to the document before any other actions can be taken against the debt. Advices of Collection will still be received from DFAS Denver to update the document, but Payroll Collection and Waivers and Appeals will not be available options to the DMM.

In order to apply the DUE PROCESS SERVED stamp, the DMM must click 'Select' next to the appropriate document, and then from the Debt Details screen, select the 'Due Process' link. They will be presented with an on screen advisory (see Figure 4-1) that they must accept.




Select	Traveler Name	Travel Document Name	Original Amount of Debt	Current Balance Due	Last Action Taken	Days Since Last Action
select	Apollo Adams	AAMIAMIFL080404_V01-01	303.07	303.07	DUE US	53
select	Courtney Massengale	CMAKRONOH101004_V01	435.16	435.16	DUE US	19
select	Sam Shephard	SSNORFOLKVA111304_V01-02	87.50	87.50	DUE US	27

Figure 4.5 Due Process Screen

4.5.2 Debt Lookup

This section allows the DMM to locate a specific Due U.S. debt item for status, action, or processing (see Figure 4.6). The DMM can search by traveler (SSN or name), organization, TANUM, or document name. The DMM will also have access to any debts that have already been satisfied by selecting the checkbox corresponding to "Include Satisfied Debts?"

**Defense Travel System**
A New Era of Government Travel

Due ProcessDebt LookupAction RequiredAwaiting ResponseAll Debt

Debt Lookup

Enter a debt search criteria and click on submit to lookup specific debt.

Search by Social Security Number

→ Traveler SSN: 444551410

- OR -

Search By Traveler Name

→ Last Name: Adams

→ First Name: Apollo

- OR -

→ Organization:

- OR -

→ TANUM(S): 0NUK8I,0NUOK7,0MD013

(Enter up to 10 TANUMs separated by commas)

- OR -

→ Document Name: AAMIAMIFL080404_V01-01

Submit

Figure 4.6 Debt Lookup Screen

4.5.3 Action Required

This section presents the DMM with a list of Due US debt items requiring some action on their part (see Figure 4.7). This includes documents that have surpassed the Due Process time limit and should be referred to payroll for collection, and documents that have been rejected from the payroll system and should be referred to the Out Of Service Debt Management Office.



Action Required

Click select to see the details for the debt.

Due Process

Select	Traveler Name	Travel Document Name	Original Amount of Debt	Current Balance Due	Last Action Taken	Days Since Last Action
select	Apollo Adams	AAMIAMIFL080404_V01-01	303.07	303.07	DUE US	3
select	Courtney Massengale	CMAKRONOH101004_V01	435.16	435.16	DUE US	9
select	Sam Shephard	SSNORFOLKVA111304_V01-02	87.50	87.50	DUE US	7

Payroll Collection

Select	Traveler Name	Travel Document Name	Original Amount of Debt	Current Balance Due	Last Action Taken	Days Since Last Action
select	Apollo Adams	AAMINNEAPOLIS110604_V02	18.45	18.45	DUE PROCESS SERVED	35
select	Sam Shephard	SSNORFOLKVA111304_V01-02	87.16	37.16	WAIVER REQ APPROVED	37
select	Henry Goodman	HGNORTHAMPTON111504_V02	238.18	238.18	DUE PROCESS SERVED	38

Writeoff

Select	Traveler Name	Travel Document Name	Original Amount of Debt	Current Balance Due	Last Action Taken	Days Since Last Action
--------	---------------	----------------------	-------------------------	---------------------	-------------------	------------------------

Figure 4.7 Action Required Screen


4.5.4 Awaiting Response

This section presents the DMM with a list of all Due US debt items which are waiting for a response from outside of DTS (see Figure 4.8). This includes documents with a waiver/appeal request pending, debts that have been referred to the payroll system requesting collection, and debts that have been transferred to the Out Of Service Debt Management Office requesting collection. Any debts that remain on this screen for an excessive period of time should be followed up with the party the DMM is awaiting response from.

Awaiting Response - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Logged In As: [Sam T Damon](#) Screen ID: [Close Window](#) [Help for this screen](#)

 **Defense Travel System**
A New Era of Government Travel

Due Process Debt Lookup Action Required **Awaiting Response** All Debt

Awaiting Response

Click select to see the details for the debt.

Waiver / Appeal

Select	Traveler Name	Travel Document Name	Original Amount of Debt	Current Balance Due	Last Action Taken	Days Since Last Action
select	Apollo Adams	AAORANGECOUNT080804_V02	414.45	414.45	APPEAL REQ SUBMIT	64
select	Courtney Massengale	CMSEATTLEWA0H071004_V01	8,123.33	8,123.33	WAIVER REQ SUBMIT	41
select	Sam Shephard	SSBATONROUGELA081304_V01-02	256.16	256.16	WAIVER REQ SUBMIT	9

Payroll Collection

Select	Traveler Name	Travel Document Name	Original Amount of Debt	Current Balance Due	Last Action Taken	Days Since Last Action
select	Courtney Massengale	CMCOLUMBUSOH111004_V01	112.33	112.33	PAYROLL SUBMITTED	7

Out of Service

Select	Traveler Name	Travel Document Name	Original Amount of Debt	Current Balance Due	Last Action Taken	Days Since Last Action
select	Courtney Massengale	CMSPRINGFIELD081504_V01	304.33	304.33	OUT OF SERVICE SUBMITTED	1

Figure 4.8 Awaiting Response Screen

4.5.5 All Debt

This section presents the DMM with a list of all Due US debt items that the DMM has organization access to, regardless of the status of those items (see Figure 4.9). While this provides a consolidated list of debts that can be easier to work from, if a DMM has organization access at a high level, this screen can become unwieldy with a large amount of documents listed.



All Debt

Click select to see the details for the debt.

Due U.S.

Select	Traveler Name	Travel Document Name	Original Amount of Debt	Current Balance Due	Last Action Taken	Days Since Last Action
select	Apollo Adams	AAMIAMIFL080404_V01-01	303.07	303.07	DUE US	3
select	Courtney Massengale	CMAKRONOH101004_V01	435.16	435.16	DUE US	9
select	Sam Shephard	SSNORFOLKVA111304_V01-02	87.50	87.50	DUE US	7

Due Process

Select	Traveler Name	Travel Document Name	Original Amount of Debt	Current Balance Due	Last Action Taken	Days Since Last Action
select	Apollo Adams	AAMINNEAPOLIS110604_V02	18.45	18.45	DUE PROCESS SERVED	5
select	Samantha Jones	SJNORMANOK080104_V01	156.66	156.66	DUE PROCESS SERVED	11
select	Henry Goodman	HGNORTHAMPTON111504_V02	238.18	238.18	DUE PROCESS SERVED	18

Waiver / Appeal

Select	Traveler Name	Travel Document Name	Original Amount of Debt	Current Balance Due	Last Action Taken	Days Since Last Action

Figure 4.9 All Debt Screen

4.5.6 Detail Screen

By clicking 'select' next to a Due US document listed on one of the preceding screens, DMMs are taken to the 'Debt Details' screen, where all available actions to take upon the debt are listed. As the debt moves through the process, only those actions which the DMM can currently take upon the debt will be displayed along the top. For example, if Due Process has not been applied to the document, the DMM will not have any other actions available to them. If the debt has not been rejected from the payroll system as an Out of Service debt, the DMM will not be able to transfer the debt to the Out of Service office. The Debt Details screen will also display the history of the debt, including the dates and amounts of each action from Due US through Debt Satisfied. An example of the Debt Details screen can be found in Figure 5.1. The majority of functions available through this detail screen are dependent on certain A/R information, and therefore will not be available until the Initial A/R has been positively acknowledged by accounting. Details on how to perform certain functions within the DMM Details screen can be found in the section of this document dedicated to that task.

4.6 Processing Accounts Receivable Rejects

In certain situations, the accounting systems will not be able to process the accounts receivable transactions DTS generates. A common example would be an Initial A/R that is received prior to the accounting system receiving the 'No Pay Due' settlement voucher and liquidating the obligation. Since the accounting systems cannot accept an A/R if they still have an obligation open for that document, the A/R will be rejected back to DTS.

In order to resubmit the A/R transaction, a user, who could be the traveler, Non-DTS Entry Agent (NDEA) or DMM, must create an amendment to the voucher. If the user is not the traveler, they must have access to the T-ENTERED stamp indicated in their profile in order to sign the voucher in place of the traveler. Upon approval, this will resubmit the A/R transaction to the accounting system. If the voucher is signed as a 'no change' amendment, DTS will resubmit the rejected transaction and any follow on transactions. If modifications are made to the voucher on the amendment, the appropriate transactions reflecting those changes will be generated and sent.

5 Collecting the Debt

When a traveler remits payment against their debt to DFAS Denver, an Advice of Collection (AOC) will be generated back to DTS. The document will have the collection posted against it and the Due US amount will be updated to reflect the amount of the payment. If a Balance Due remains outstanding after the collection, DTS will generate a PARTIAL COLLECTION stamp for each collection transaction received. The DTS travel record will remain open until the final payment has been posted, indicating that the debt has been fully satisfied.

Similarly, the Archive/MIS will accept all collections to record a traveler's payments to settle a debt. DTS document history and the Debt Management Report will include the original balance due, waivers, and all collection activities impacting the DTS document.

The DTS Debt Management Report will be available to enable the DMM to review travel overpayments recorded in DTS. Similar to the post-payment debt management process, the DMM will have the responsibility of initiating collection actions with the appropriate military or civilian pay system when the traveler elects to repay the debt by payroll deduction and/or Due Process has been served and no collections have been received by DTS from DFAS Denver. Prior to initiating payroll collection, the DMM will contact the traveler to ascertain if a check has already been sent. See Section 7 for this process.

Debt Details

[Manual Collection](#)
[Waivers/Appeals](#)
[Payroll Collection](#)
[Response Imaging](#)

Review the debt information

Organization Name:

DTSTESTCS

Traveler Name:

Sam Damon

Traveler SSN:

XXXXX5593

Travel Document Number:

ONV4WR

Travel Document Name:

SDNEWARKNJ050105_V01

Original Amount of Debt:

\$ 3,531.75

Date Traveler Notified of Debt:

06/14/05

Status Type	Status Date	Amount	Balance Due U.S.
DUE US	06/14/05	3,531.75	3,531.75
DUE PROCESS SERVED	06/14/05		3,531.75
COLLECTION	06/18/05	400.00	3,131.75
COLLECTION	06/26/05	2,068.00	1,063.75
COLLECTION	07/10/05	600.00	463.75
COLLECTION	07/24/05	300.00	163.75

Figure 5.1 Collections Screen

If the traveler makes direct remittance, the following functions will provide debt collection data to DTS, to track repayment of the debt and accurately report outstanding debt on the Debt Management report:

- DFAS Denver will generate and transmit an AOC to DTS with the full details of the collection. The DMM will be able to view all collections made via the DMM Gateway (Figure 5.1).
- The AOC will also cause the appropriate accounting activity of the collection(s) to adjust the obligations and A/R entries automatically.
- Upon receipt of the AOC, DTS will update the travel records and budget module with the collection data.
- Upon receipt of the final collection AOC from DFAS-Denver, DTS will close the record, apply the DEBT SATISFIED stamp, and notify the Traveler and AO that the debt has been satisfied. DTS will archive all data related to the trip record.

5.1 Over collections

In the event that a traveler overpays a Due U.S, DTS will record the overpayment, show a balance due the traveler in the amount of the overpayment, and apply the DEBT SATISFIED stamp to the

document. DTS will notify the traveler, the AO and DMM that an amended voucher must be submitted to claim the money due the traveler. Upon receipt of a paid Advice of Payment from disbursing for the amended voucher, DTS will archive the trip document.

If additional collections are posted after the DTS record is closed and sent to the archive, DTS will generate an email to the traveler, AO and DMM advising of the amount of the overpayment (Figure 5-2). The traveler must amend the voucher, and upon approval, DTS will submit a supplemental voucher in the due traveler amount.

DATE: MM/DD/YYYY
FROM: Defense Travel System
TO: Traveler@organization.org.mil
CC: AO@organization.org.mil; DTAID@organization.org.mil; dtsdebtltr-de@dfas.mil
Subject: DTS Notice of Over Collection of Due U.S.

Name of Traveler: XXXXXXXXXXXX
SSN (of Traveler): XXX-XX-(last four) (Release 2.0)
Travel Document Name: XXXXXXXXXXXXXXXXXXXX
Organization: XXXXXXXXXXXXXXXX
Travel Authorization Number: XXXXXX
Voucher Approval Date: MM/DD/YYYY
Original Amount Due Government: \$XXX.XX
Total Amount Remitted: \$XXX.XX
Amount **Overpaid and** Due Traveler: \$XXX.XX

An advice of collection has been received that includes a collection amount that exceeds the balance of the outstanding debt **that was** owed.

Due to an over collection of the amount owed to the Government, you have a balance due you. In order to be reimbursed for the balance, create and sign an amendment to your voucher. No change to the voucher is necessary on your part, DTS will automatically compute the balance owed to you based on the over-collection. You can confirm the balance on the Payment Totals page under Additional Options.

Please check with your Debt Management Monitor (DMM) if additional help is required in order to complete this action.

PLEASE DO NOT RESPOND TO THIS EMAIL.

Figure 5-2 Over Collection Notification

5.2 Manual Collections

DTS also provides a screen to record collections manually through the DMM Gateway. This can be accessed by clicking 'Select' next to the appropriate document, and then selecting the 'Manual Collection' link from the list of options at the top of the screen. If it becomes necessary to do so, the DMM must enter all of the relevant information, including Cash Collection Voucher (CCV) number, collection date and collection amount, and attach a copy of any related documentation to the voucher through the DMM Image link. This functionality should only be used in situations where collections are not performed by DFAS Denver, for example sites that use DTS Limited with no connection to the financial systems.

DTS does not generate any A/R transactions from the manual recording of a collection, so it is imperative that any collections recorded manually in DTS are verified as having updated the A/R

established in the accounting system. It is the DMM's responsibility to contact accounting and confirm the A/R has been updated. DFAS Limestone, where all DTS accounting transactions are recorded to support disbursing, must also be notified of the collection to allow their records to be current. An email can be sent to DFAS Limestone with the TANUM, the collection voucher number, the date of the collection, and the amount of collection at DLI-DTS@DFAS.MIL.

6 Waiving/Appealing the Debt

DoD regulations provide a DTS traveler options to request and appeal a waiver of debt using formal DoD processes and procedures, if the debt was not incurred as a result of a non-ATM advance (see Appendix A). DTS Debt Management capabilities include functionality to enable authorized users to track waiver appeals for travel documents and reduce or cancel the debt on a document, depending on the amount of the approved waiver. DTS will record, based on DMM input, the status of the waiver and appeal processes; however, the actual waiver and appeal activities will be conducted outside of DTS according to current DoD business processes. Documentation supporting the request and results of the request for waiver should be imaged in DTS. Responsibility for defining the process of applying for a waiver or appeal belongs to the individual service or agency.

6.1 Waiver/Remission and Appeal Flags

DTS will flag the travel record to indicate a pending waiver/remission request. Waivers are normally requested within 30 days of the notification of a Due U.S; however, waivers may be initiated beyond the 30-day period. When the DMM indicates that a request for waiver/remission or appeal has been initiated (see Figure 6.1), the DMM can enter the waiver or appeal request through the DMM Gateway by selecting the correct document, and from the debt details screen, selecting Waivers/Appeals. Once they enter the amount of the waiver request and the date it was submitted, the travel record in DTS will be updated to indicate a waiver/remission or appeal request is being processed. The waiver flag will be controlled by the organization's DMM updating the waiver/appeal request status.

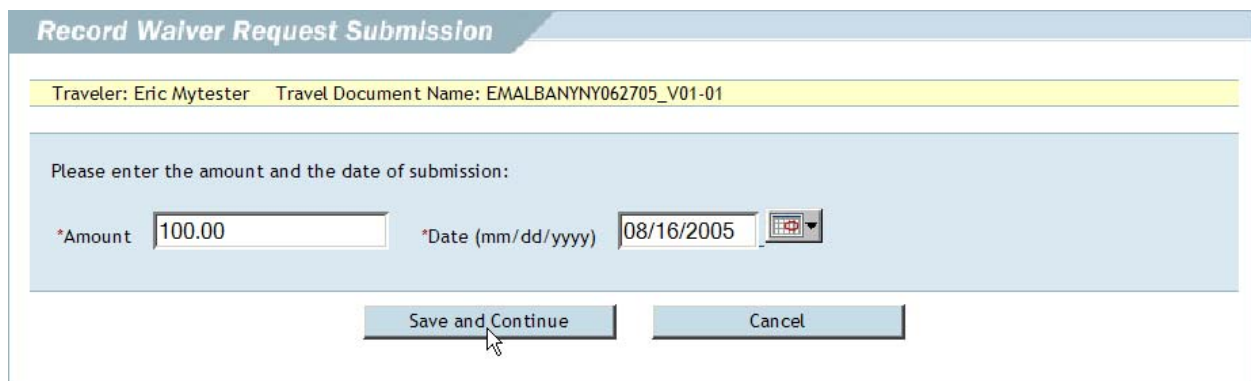


Figure 6.1 Waiver Request Screen

6.2 Waiver Request Status Stamps

DTS has implemented new status stamps to enable the DMM to record requests for waiver/remission of debt.

1. WAIVER REQ SUBMIT stamp will be used to record the submission of a request for waiver/remission and suspends the 30-day clock.
2. WAIVER REQ APPROVED stamp will be used to record the full or partial approval of a waiver request.
3. WAIVER REQ DISAPPROVED stamp will be used to record the disapproval of a waiver request. When applied, the 30-day clock will be reset.

DTS will apply these stamps to the Due U.S. travel document based on the actions by the DMM in the DMM Gateway. These status stamps will activate and deactivate the Waiver Request Flag on the DTS travel record.

6.3 Appeal Request Status Stamps

DTS has also implemented new status stamps to enable the DMM to record appeal requests for disapproved waiver requests. The DMM can record appeal requests when a waiver request has been denied. The DMM must select the proper document through the DMM Gateway, and select Waivers/Appeals from the Debt Details screen. The amount that was requested as well as the date must be entered.

1. APPEAL REQ SUBMIT stamp will be used to record the submission of an appeal and suspends the 30-day clock.
2. APPEAL REQ APPROVED stamp will be used to record the approval of an appeal request.
3. APPEAL DISAPPROVED stamp will be used to record the rejection of a waiver appeal request. When applied, the 30-day clock will be reset.

DTS will apply these stamps to the Due U.S. travel document based on the actions by the DMM in the DMM Gateway. These status stamps will activate and deactivate the Appeal Request Flag on the DTS travel record.

6.4 Waiver Request Results Screen

The DMM will have the ability to record full or partial waiver/remission of the amount of debt in response to the results of the waiver request from DFAS-Denver. The DMM may enter any reduction in the amount of the Due U.S., in response to the waiver/remission or appeal request. The DMM accesses this through the DMM Gateway. After selecting the appropriate document, they must select the Waivers/Appeals link, and select the outstanding waiver request. If the waiver or appeal has been approved for any amount, the radio button for approval should be marked, and the amount of the approval entered, by LOA. DTS will then apply the WAIVER APPROVED or APPEAL APPROVED to the document, and DTS will automatically amend the voucher to record the amount of the approved waiver and an email will advise the traveler of the result of the waiver request (Figure 6-4). DTS will also generate an adjusting A/R to the appropriate accounting activity in the amount of the partial or full debt waiver upon approval of that amendment. A copy of the waiver response should be imaged into DTS to substantiate the actions previously mentioned.

DATE: MM/DD/YYYY
FROM: Defense Travel System
TO: Traveler@organization.org.mil
CC: AO@organization.org.mil; DMM@organization.org.mil
Subject: DTS Notification of Request for Waiver/Appeal of Debt

Name of Traveler: XXXXXXXXXXXXXXXX

SSN (of Traveler): XXX-XX-1234

Name of Travel Document: XXXXXXXXXXXXXXXX

TANUM: XXXXXX

LOA(s) / Due U.S. Amount(s):

Organization: XXXXXXXXXXXXXXXX

Voucher Approval Date: MM/DD/YYYY

Total Amount Due Government: \$XXX.XX

Waiver Request Amount: \$XXX.XX

Waiver Request Submission Date: MM/DD/YYYY

Your request for a waiver/remission of debt (or appeal request) has been recorded in DTS.

While your request is being reviewed no collection action will be taken. You will be notified of the result of your waiver/remission request or appeal, and this data must be provided to the Debt Management Monitor so that the DTS record can be updated.

If your request is denied or partially approved, you must pay the amount of the debt within 30 days of receipt of the denied waiver request to prevent automatic collection through payroll deduction.

For direct remittance, make your check or money order payable to: U.S. Treasury, DSSN 3801. Send your payment, along with a copy of this email to:

DFAS-ATDT/DEDE
Attn: Remittance
P.O. Box 173892
Denver, CO 80217-3892

I consent to immediate collection from my pay the amount of this check plus bank charges, if this check is dishonored _____. (Please initial on line at the end of this statement to validate that you understand immediate collection action will be taken from your pay account for dishonored personal checks.)

If you have any questions regarding direct remittance, you can contact DFAS-ATDT/DEDE via email, checkremittanceinquiry-de@dfas.mil.

Contact your Debt Management Monitor (DMM) and/or Authorizing Official (AO) to obtain instructions for requesting a waiver remission or cancellation of this debt.

PLEASE DO NOT RESPOND TO THIS EMAIL.

Figure 6-2 Email upon Waiver/Appeal Request

6.5 Waiver Flag

The WAIVER REQ SUBMIT or APPEAL REQ SUBMIT stamp will activate (or reset) the waiver/appeal flag on the travel record and generate an email to the traveler and AO (Figure 6-2).

When the DMM receives a response from the appropriate authority regarding the acceptance or rejection of a waiver/appeal request, a DMM will enter the amount of debt reduction (if any) through the Waivers/Appeals link on the Debt Details screen and DTS will apply the appropriate stamp: WAIVER REQ APPROVED, WAIVER DISAPPROVED, APPEAL REQ APPROVED, or APPEAL DISAPPROVED. The DMM must fax or electronically attach all substantiating documentation to the voucher for archival purposes. Once the decision has been entered into DTS, an email notification will be generated to the traveler, AO, DMM and DLI-DTS to inform them of the disposition of the waiver/appeal (Figure 6-4).

The 30-day status flag, used to determine when payroll deduction actions can begin, will be reset to zero upon deactivation of the waiver flag if a Due U.S. balance remains on the travel record.

The DMM will receive an automatic email notification for any open Due U.S. document on the 60th day after activating the waiver flag, and every 30 days thereafter (Figure 6-3). This notification provides a reminder to the DMM that a waiver request is outstanding and that the status of the waiver should be checked.

DATE: MM/DD/YYYY FROM: Defense Travel System TO: DMM@organization.org.mil Subject: DTS Reminder of Waiver Request Status
<hr/>
Name of Traveler: XXXXXXXXXXXX SSN (of Traveler): XXX-XX-(last four) Travel Document Name: XXXXXXXXXXXXXXXXXXXX Organization: XXXXXXXXXXXXXXXX Travel Authorization Number: XXXXXXXX LOA(s)/Due U.S. Amount(s): Voucher Approval Date: MM/DD/YYYY Total Net Amount Due Government: \$XXX.XX Waiver Request Amount: \$XXX.XX Waiver Request Submission Date: MM/DD/YY Current Waiver Status: XXXXXXXXXXXX
<p>A Waiver Request has been recorded in DTS for the above document and has not been updated in excess of 60 days. Action to collect the debt or adjust the amount of the debt cannot be initiated until the waiver process has been completed. Please contact the appropriate individual to check the status of the waiver and update the travel document as necessary.</p> <p style="text-align: center;">PLEASE DO NOT RESPOND TO THIS EMAIL.</p>

Figure 6-3 Reminder of Waiver Request

DATE: MM/DD/YY
FROM: Defense Travel System
TO: Traveler@organization.org.mil
CC: AO@organization.org.mil, DMM@organization.org.mil; DLI-DTS@dfas.mil; dtsdebtltr-de@dfas.mil
Subject: **DTS Notification of Disposition of Waiver/Appeal Decision**

Name of Traveler: XXXXXXXXXX
SSN (of Traveler): XXX-XX-(last four)
Travel Authorization Number: XXXXXX
LOA(s)/Due U.S. Amount(s):
Travel Document Name: XXXXXXXXXXXXXXXXXX
Voucher Approval Date: MM/DD/YYYY

Original Amount of Debt: \$XXX.XX
Waiver Request Amount: \$XXX.XX
Waiver Request Submission Date: MM/DD/YYYY
Waiver Request Status: XXXXXX
Waiver Resolution Date: MM/DD/YYYY
Waiver Amount Approved: \$XXX.XX
Total Net Amount Due Government: \$XXX.XX

Your request for a waiver/remission of debt or appeal has been reviewed and the disposition of your request recorded.

If the **net** amount due the Government is greater than zero, you have 30 days from the date of this notification to make payment. Action will automatically be taken after 30 days to collect the debt via payroll deduction.

For direct remittance, make your check or money order payable to: U.S. Treasury – DSSN 3801. Send your payment, along with a copy of this email to:

DFAS-ATDT/DEDE
ATTN: Remittance
P O Box 173892
Denver, CO 80217-3892

“I consent to immediate collection from my pay the amount of this check plus bank charges, if this check is dishonored _____.” (Please initial on line at the end of this statement to validate that you understand immediate collection action will be taken from your pay account for dishonored personal checks.)

If you have any questions regarding direct remittance, you may contact DFAS-ATDT/DEDE Remittance by calling (303) 676-4391 or by email, checkremittanceinquiry-de@dfas.mil.

PLEASE DO NOT RESPOND TO THIS EMAIL.

Figure 6-4 DTS Notification of Disposition of Waiver/Appeal Decision

7 Debt Management Payroll Collection Processing

When a debt is identified, due process has been served, and the traveler has not voluntarily satisfied the debt by direct remittance, the collection process for repayment of the debt must be initiated via payroll deduction.

(NOTE: IAW FMR Volume 5, Chapter 28, “.....installment payments shall be at least \$50 each month and shall be sufficient to liquidate a debt within 3 years or less.” See further guidance in Para 280503 of reference Chapter 28 regarding financial hardship, written agreements, etc.)

If the traveler elects to repay the debt through payroll deduction (or regulatory requirements direct this process to be implemented), the following process will take place.

The DMM can generate the Debt Management Payroll Collection (DMPC) request (Figure 7-1) and submit to the appropriate payroll system via the DMM Gateway with the requisite information to initiate a collection action for amount owed to the government. From the DMM Gateway, the proper document must be selected; then on the Debt Details screen, the DMM can select the Payroll Collection link, and complete all the applicable fields. Once the DMM submits the report, DTS will generate an encrypted email to the appropriate payroll system.

At the present time, the following payroll systems are used:

Defense Civilian Pay System (DCPS)	All DoD civilians
Marine Corps Total Force System (MCTFS)	All Marines
Defense Joint Military Pay System (DJMS)	All military members not paid by MCTFS

DTS will determine the appropriate payroll system by the traveler’s branch of service in the traveler’s profile or by their status as a civilian.

An email notification (Figure 7-2) will be sent to the traveler and the AO when a request for payroll deduction has been submitted to the payroll system. It is important to note that while the DMM can indicate the amount the traveler wants to pay back per pay period, this is only a request. Each pay system has a formula used to calculate the necessary amount per pay period, but they will take the requests into consideration.

Once a DMM initiates a collection action for a traveler, the following steps will be performed to provide debt collection data to DTS to track repayment of the debt and accurately report outstanding debt on the DTS Debt Management report (See Section 5.4):

- The DMM will generate through DTS the DMPC request (Figure 7-1) to the appropriate payroll system to establish the collection in the appropriate pay database, collect the overpayment, and notify the disbursing system of the collection(s).
- Upon receipt of the AOC from DFAS-Denver, DTS will update the travel records with the collection data.

Upon receipt of the final collection AOC from DFAS-Denver, DTS will close the record, apply the DEBT SATISFIED stamp, and notify the Traveler and AO that the debt has been satisfied. DTS will archive all data related to the trip record.

Payroll Collection

Click the "DMPC Report" button to view the Debt Management Payroll Collection report.
Click on the "Cancel" button to return to the previous screen.

Defense Travel System
Organization Name : PMODM2

Traveler Name: Edith Harper
Traveler SSN: XXXX4525
Travel Document Number: 0NV9S7
Travel Document Name: EHSANDIEGOCA082205_V01
Original Amount of Debt: 54.50
Date Traveler Notified of Debt: 08/16/05

*Transaction Type: NEW

*Total Amount of Debt: 54.50

*Amount/Pay Period: 54.50

Date of Separation:

*Debt Mgmt. Monitor: Helen Mydta

*DMM Phone Number: 703.867.5309

*DMM Email Address: Helen.Mydta@dts.com

Special Notes:

DMPC Report

Cancel

Figure 7-1 Email Request for Collection via Payroll Deduction

DATE: MM/DD/YY
FROM: DMM@organization.mil
TO: Traveler@organization.mil
CC: AO@organization.mil; DLI-DTS@dfas.mil; dtsdebtreport-de@dfas.mil

Subject – Notice of Collection Action

A notice for collection has been submitted to the pay system to collect the debt outstanding from the referenced travel document.

- Name of Traveler: XXXXXXXXXX
- SSN of traveler: XXX-XX-(last four)
- Name of Travel document: XXXXXXXXXXXXXXXXXX
- TANUM: XXXXXX
- Organization: XXXXXXXXXXXXXX
- Voucher Approval Date : MM/DD/YYYY
- Net Amount Due Government: \$XXX.XX
- Collection Notice Amount: \$XXX.XX
- Collection Notice Submit Date: MM/DD/YYYY

If repayment of the debt through other means has already been accomplished, please contact your Debt Management Monitor (DMM) to stop the payroll collection action. When the debt has been repaid the DTS record will be updated and archived.

Figure 7-2 Email Notification (to Traveler) of Collection Action

Advice of acceptance/rejection of the debt by the payroll system will be returned to the DMM via email (see Figure 7-3). When this email is received, the DMM will use the DMM Gateway to select the proper document, and select Payroll Collection from the Debt Details screen. The DMM can indicate if the payroll system accepted the collection, which will update the DTS records to show that the collection process through the payroll system has been accepted or rejected. The DMM should attach the advice of acceptance/rejection to the document using the Response Imaging link on the Debt Details screen.

- If the notice of collection is accepted, the DMM will record the event by selecting PAY COLLECT APPROVED. When selected, PAY COLLECT APPROVED will also be used as a status stamp on the travel document.
- If the notice of collection is rejected, the DMM will record the event by selecting PAY COLLECT REJECTED. When selected, PAY COLLECT REJECTED will also be used as a status stamp on the travel document.

In the event the payroll system rejects the notice of collection because the traveler is no longer on the current, active payroll, the DMM will follow the Out Of Service procedures outlined in Chapter 8. The debt will continue to be active against the traveler even if the traveler is in another organization, retired, or has become a DoD civilian instead of a military member.

If the debt has been satisfied through the payroll collection process, the DTS document will be archived in accordance with current procedures (see Chapter 9). If the debt cannot be satisfied through the payroll collection process, the OOS process will be followed to close the record.

If the traveler has not separated from the military, but extenuating circumstances do not allow for the debt to be collected within the allotted time, the debt will not be transferred to the OOS office. Examples of this situation include a traveler who is currently paying off previous debts at the maximum allowable limit, or a reservist who incurred the debt while on active duty but has since returned to reserve status. If the DMPC request is being resubmitted to the payroll system,

include a comment in the 'Special Notes' section that this is a resubmittal and provide the reason for re-submittal.

DATE: mm/dd/yy

FROM: Payroll.System@organization.mil

TO: DMM@organization.mil

SUBJECT: Status of DTS Notice to Initiate Collection

REFERENCE:

- Transmittal Number
- Name of Debtor
- SSN (last four)
- TANUM
- Amount of Debt to be Collected

NOTE: Above information to be obtained from original notification received from the DMM.

The following actions have been taken in regards to the requested action:

☐ Collection has been scheduled and will be accomplished by mm/dd/yy

☐ Other (please explain) _____

☐ Collection can not be accomplished for the following reason:

☐ Employee no longer receives compensation for services

☐ Employee separated on mm/dd/yy

☐ Other (please explain) _____

Figure 7-3 Payroll System Status Notification

Debt Management Payroll Collection (DMPC) Request Content:

Table 8-1 shows the information that will be provided on the DMPC request to the payroll systems in order to initiate collection action via payroll deduction:

Table 7-1 Data for the Debt Management Payroll Collection Email

Data Element	Description	Source
Transmittal Date	Date report was generated	DMM entered
Name of Debtor	Last, first, middle initial	Debt Management Report
SSN (full)	Full SSN (without suffix)	Print Version of Voucher
Branch of Service	Military member's branch of service	DTS traveler profile
DTS Organization	Traveler's work assignment	DTS traveler profile
Debtor's Home Address	Traveler's home address	DTS traveler profile
Duty Station	Traveler's duty station	DTS traveler profile
Debtor's Work Phone Number	Traveler's work phone number	DTS traveler profile
TANUM	TANUM related to debt	Debt Management Report
Debt History	History of actions taken to process Due U.S. actions	Detailed Debt Management Report
Date of Original Debt	Date debt was approved in DTS	Debt Management Report
Total Amount of Debt	Total amount of debt	Debt Management Report
Date Due Process was concluded	Final date residing in debt history indicating that traveler has been served due process	Debt Management Report
Line(s) of Accounting	Full LOA from authorization must be sent	DTS travel document
Amount of debt per LOA	The amount of debt on each LOA	DTS travel document
Standard Document Number	The SDN constructed for each LOA	DTS travel document
Transaction ID	The Transaction ID of the Initial A/R transaction	DTS travel document
Transaction Type	Indicate Start, Change, or Stop	Input by DMM
Amount Per Pay Period	Amount to be collected from each payroll processed per agreement with debtor	Input by DMM
Date of Separation	Date debtor separated from service and/or govt	Payroll System
Debt Mgmt Monitor	Name of DMM generating DMPC	Input by DMM
DMM Phone Number	Work phone number of DMM generating DMPC	Input by DMM
DMM Email Address	Email address of DMM generating DMPC	Input by DMM
Special Notes	Standard for all systems	Input by DMM
DJMS Company Code	Used by DJMS	Value: D413118

8 DTS Out of Service Debt Process

When the DMM receives notice from the appropriate payroll system indicating that the request for initiation of payroll collection cannot be accomplished due to the fact that the traveler is no longer receiving salary or other payments from the DoD, they should continue to pursue debt collection following locally established procedures. If the debtor has been unresponsive for 90 days, the debt can be deemed 'uncollectible'. If the debt is \$225 or less, the DMM shall follow the Debt Write-off process below (section 8.1). If the debt is greater than \$225, the DMM shall follow the Out of Service Debt Transfer process below (section 8.2). DTS will allow the DMM to utilize only the applicable process.

8.1 Write-Off Process for Uncollectible Debts of \$225 or less

For debts that are not collectible (lower than the threshold of \$225) the DMM will have to select the proper document from within the DMM Gateway. From the Debt Details screen, the DMM will select the Write Off link to indicate that the debt is not collectible and below the threshold for DFAS Denver to collect. This will generate an amendment to the voucher which, once approved, will generate and transmit to the appropriate accounting activity a write off A/R to remove the debt from the accounting system(s). DTS will systematically add an 'Uncollectible Debt' expense to the travel document in the amount of the debt and generate an amendment. In order for the document to finish processing and be sent to archive, the AO will then apply the APPROVED stamp.

When this transaction is recorded, the DMM must image the appropriate document(s) as an attachment to the travel record using Response Imaging link from the Debt Details screen.

8.2 Transfer Process for Uncollectible Debts of more than \$225

For debts that are not collectible, but greater than \$225, a request for collection of the debt is forwarded to the DFAS Out of Service (OOS) Debt Management Office (OOS Office) for collection using the Defense Debt Management System (DDMS) as required by DoDFMR Volume 5, Chapter 29. The mailing address for the OOS Debt Management Office is:

DFAS-POCT/DE
6760 E. Irvington Place
Denver, CO 80279-7052

Through the DMM Gateway, the DMM will select the appropriate document, and from the Debt Details screen select Transfer. The DMM will complete the applicable fields in the transfer request. Once the DMM submits the transfer request, DTS will generate an encrypted email (Figure 8-1) with the requisite information for input into DDMS to the OOS office. If the OOS transfer is being resubmitted for any reason, include in the "Special Notes" section that this is a re-submittal and the reason for re-submittal.

As the reports are received and worked, the OOS Office determines the effective transfer date and notifies the DMM via direct email that the transfer of the debt has been accepted. On or about the date that the transfer of debt is effective, the DMM can access the proper document through the DMM Gateway, select Transfer from the Debt Details screen, and indicate that the debt was transferred to the OOS Office. The DMM can attach a copy of the response received from the OOS Office to the DTS record for permanent retention by using the Response Imaging link from the Debt Details screen.

DTS will systematically add an 'Uncollectible Debt' expense to the travel document in the amount of the debt and generate an amendment. In order for the document to finish processing and be sent to archive, the AO will then apply the APPROVED stamp. DTS will also generate and transmit to the appropriate accounting activity a transfer A/R to remove the debt from the accounting system(s).

If 60 days have elapsed from the date the OOS report was generated and there has been no response, the DMM shall follow-up with the OOS Office to obtain the status of the action. The DMM will also acknowledge and record that OOS Office has accepted the transfer of the debt.

When this transaction is recorded, the DMM will image the appropriate document(s) as an attachment to the travel record.

DATE: MM/DD/YYYY

FROM: Debt.Management.Monitor@organization.org.mil

TO: angelena.raaphael@dfas.mil

CC: AO@organization.org.mil; Traveler@organization.org.mil

Subject: **Out of Service Debt (OOS) for Transmittal Number _____ (Composition Of Transmittal Number for OOS will be: Julian Date of the transfer plus the six-digit Trip Record Number (TANUM) assigned by DTS)**

Report content:

Name of Debtor: XXXXXXXXXXXXXXXX

SSN: XXX-XX-(last four)

Branch of Service:

DTS Organization

TANUM related to Debt

Document History – a list of actions beginning with the date the member was notified of the debt through payroll system rejection of the notice of collection. This data must be representative of the data contained in the Debt Management Report. Example:

2/1/04	Traveler notified of possible Due U.S. condition.
2/3/04	AO approves document creating official Due U.S. condition.
2/3/04	Traveler notified of official debt and provided instructions on how and where to send payment for resolution of debt.
3/3/04	DMM checks status of debt from Debt Management Report.
3/10/04	DMM generates report to appropriate Payroll System to initiate collection if traveler has not repaid debt.
3/15/04	Payroll System rejects collection back to DTS if traveler is no longer being paid.
3/17/04	DMM generates email to OOS for transfer to DDMS.

Debt Information:

Amount of Debt: \$XXX.XX

Date of Original Debt:

Date Due Process was concluded:

LOA(s) related to Debt:

Date of Separation:

Traveler's Last Known Home Address

Request Out of Service debt collection be initiated on the above debt which is up to 90-days delinquent and above \$225.00. A Notional Debt Management Detail Report and all required documentation and background material is attached as required by FMR Volume 5, Chapter 29.

POC for this Action and any return correspondence:

DMM Name: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

Phone number: XXX-XXX-XXXX

Email Address: XXXXXXXXXXXXXXXXXXXXXXXX

Special Notes:

"Pursuant to Title 28, United States Code, Section 1746, I certify under the penalty of perjury that to the best of my knowledge and belief that the debts submitted herewith are delinquent, valid and legally enforceable in the amounts stated. The debts are not subject to any circumstances that legally preclude or bar collection, including collection by offset. Records available in DTS do not show that any debtor owing a debt has filed for bankruptcy protection."

Figure 8-1 Out of Service (OOS) Debt Transfer

9 Archiving the Record

Once the debt is satisfied, DTS must record the repayment of debt, close the record, and send it to the archive. The record will be closed when an Advice of Collection or Advice of Payment satisfies the debt owed or reduces the balance owed to a traveler to zero dollars. Alternatively, the DMM will receive notification that a waiver/remission of debt has been granted.

DTS will notify the traveler, AO, and DMM via email when the debt is paid (Figure 9-1). The record may be closed and archived at that time.

DATE: MM/DD/YYYY
FROM: Defense Travel System
TO: Traveler@organization.org.mil
CC: AO@organization.org.mil , DMM@organization.org.mil
Subject: DTS Notification of a Due U.S. Satisfactory Repayment of Debt
Name of Traveler: XXXXXXXXXXXXXXXX
SSN (of Traveler): XXX-XX-(last four) (<i>Release 2.0</i>)
Travel Document Name: XXXXXXXXXXXXXXXX
Travel Authorization Number: XXXXXX
Organization: XXXXXXXXXXXXXXXX
Voucher Approved Date: MM/DD/YYYY
Amount Due Government: \$XXX.XX
Total Amount Remitted: \$XXX.XX
Debt Satisfied Date: MM/DD/YYYY
Current documentation history on the referenced travel document indicates that the debt has been fully satisfied.
PLEASE DO NOT RESPOND TO THIS EMAIL.

Figure 9-1 Debt closure notification

APPENDIX A: Waiver/Appeal Guidelines, Policy & Procedures

Regulations

10 USC 2774, 32 USC 716, AR 37-104-4, 4 CFR, parts 91& 92 (1-1-2000), DODFMR Vol 7A, Chapter 50

Procedures

Each service is responsible for developing their own internal procedures for processing waiver/remission applications and forwarding them to the adjudicating office at DFAS-POCT/DE.

The application must be received by DFAS-POCT/DE within 3 years from the date the erroneous payment was discovered.

The member should be promptly notified of the erroneous payment. Waiver request is submitted by the member to his Debt Management Monitor (DMM) for further submission to DFAS-POCT/DE on DD Form 2789, Waiver/Remission of Indebtedness Application. The paying office completes section II of the application explaining in detail the cause of the debt and attaches supporting documents such as orders, detailed debt computation showing month by month what the member was paid vice should be paid. The paying office should provide the circumstances under which the erroneous payment was made and the member's knowledge of the erroneous payment. Attach legible copies of supporting documentation, such as leave and earnings statements, vouchers, military pay orders and debt computations to support the debt for which waiver is being requested. **Debt must be posted to the pay account.** In the case of group waiver the entire package should be submitted at one time.

Collection action may be suspended with the concurrence of DFAS-DE/POCT:

1. If there is a reasonable possibility the waiver will be approved or that the debt (in whole or in part) will be found not owing from the debtor.
2. The Government's interests would be protected, if suspension were granted, by reasonable assurance that the debt could be recovered if the debtor does not prevail.
3. Collection of the debt will cause financial hardship (Financial hardship is not a factor in determining whether waiver is appropriate).

Once the waiver determination is made, DFAS-POCT/DE will provide the results to the DMM. The DMM will enter any reduction in the amount of the Due U.S. in response to the waiver/remission or appeal request and DTS will notify the traveler via email of the result of the waiver request.

Copies of all travel advance vouchers, settlement vouchers & orders must be provided along with the waiver application, DD Form 2789. The DMM should complete section II with a complete explanation of the cause of the debt. The debt must be posted to the pay account (active or reserve).

DFAS-DE/PO has the delegated authority for approving waivers up to \$1500.00 or denying requests up to \$50,000.00 or referring claims to the Defense Office of Hearings and Appeals (DOHA) for claims over \$1500.00 for which a recommendation of a partial or full approval is

made. When the aggregate overpayment being considered for waiver exceeds \$50,000.00 or is a group waiver, the Director of Military and Civilian Pay Services retains authority to deny claims or to refer them to DOHA with a recommendation for full or partial approval. Such claims shall be submitted through the Office of General Counsel and DFAS Arlington.